We have prepared a quote for:

**Pana Community School Dist. 8**

**Mitel Users for New Bus Garage 2026**

Quote # JT015627HD Version 1

Prepared by:

**Jason Thompson**

Engineered by:

**Jeremiah Ayres**

Mitel Phone System - New Users

| Description | Qty |
|---|---|
| **MiVoice Business - User Licenses** | |
| **MiVoice Bus License - Enterprise User** | 3 |
| **Mitel Software Assurance (Annual Renewal)** | |
| **SWA MiVBus UC Advantage** | 4 |
| **Professional Services (Labor)** | |
| **Configure User Extension w/Phone (No Install)** | 3 |

# Mitel Users for New Bus Garage 2026


**Prepared by:**

**Heart Decatur**

Jason Thompson
(309) 427-7217
jthompson@heart.net
860 E. Pershing Rd.
Decatur, IL 62526


**Prepared for:**

**Pana Community School Dist. 8**

Jessica Miller
(217) 562-1500
jmiller@panaschools.com
10 West 2nd Street
Pana, IL 62557

**Quote Information:**

**Quote #: JT015627HD**

Version: 1
Delivery Date: 03/05/2026
Expiration Date: 05/31/2026

## Quote Summary

| Description |
|---|
| Mitel Users for New Bus Garage 2026 |

Total: **$678.28**

## Payment Schedule

| Description | Payments | Interval | Amount |
|---|---|---|---|
| Purchase Price: 100% on Signing | | | |
| **100% on Signing** | **1** | **One-Time** | **$678.28** |

## Payment Due at Signing

| Description | Amount |
|---|---|
| **Purchase Price: 100% on Signing: 100% on Signing** | |
| **Total of 100% on Signing Payment** | **$678.28** |

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

**Heart Decatur**

Signature: _____

Name: _____

Title: _____

Date: _____

**Pana Community School Dist. 8**

Signature: _____

Name: Jessica Miller

Title: _____

Date: _____

## Statement of Work - Mitel IP Telephony

### Mitel VoIP Telephone System

Project Summary:
Heart Technologies add and configure new users and licenses (as listed above) to the customer's existing Mitel MiVoice Business system application record ID: 38341655. No new phones are included in this quote.

#### Product information - EID/Serial: 38341655

| | | | |
|---|---|---|---|
| **Product:** | MiVoice Business | **Release:** | Latest |
| **ServiceLink Id:** | 38341655 | **Product Version:** | 9.1 |
| **Hardware ID:** | 0000004fda2d | **Last sync date:** | Nov 13, 2025, 7:35 PM |
| **Service end date:** | Sep 15, 2026 | **Service level:** | Advantage |
| **Registration time:** | Jun 11, 2010, 10:12 PM | **Country of installation:** | United States |
| **End customer name:** | Pana Community Schools | **End customer number:** | 3000053975 |
| **System name:** | 6818202 Main | | |
| **Sequence number:** | 2 (Oct 15, 2025 4:20 PM) | | |
| **Comment:** | Updated SWA end date by Transaction SR-1-6BBC1669-3146-4272-B4DE-055EF608367B | | |

#### Registered features

| Feature | Quantity | Feature type |
|---|---|---|
| MiVoice Business Application Connection Licenses | 31 | |
| MiVoice Business Compression Licenses | 16 | |
| MiVoice Business Digital Link Licenses | 1 | |
| MiVoice Business T.38 Fax Licenses | 12 | |
| MiVoice Business Remote Management | 1 | |
| MiVoice Business Tenanting | 1 | |
| MiVoice Business Voice Mail Networking | 1 | |
| Periodic Sync | 24 | |
| MiVoice Business Enterprise System | 1 | |
| MiVoice Business System | 1 | |
| MiVoice Business Users | 245 | |

#### Registered services

| Service | Quantity | Phased Out | Follow Up | Start Date | End Date |
|---|---|---|---|---|---|
| Advantage System Service (POINTS MODEL) | 1 | No | No | Jul 12, 2010 | Sep 15, 2026 |

### Network Infrastructure

This quote assumes that the new user's phones at the "New Bus Garage" location will connect back to the "Main" MiVoice Business instance via firewall/hardware VPN over internet and local switches with PoE installed and managed by others (Twotrees Technologies). Heart Technologies assumes no responsibility for connectivity.

## Statement of Work - Heart Technologies, Inc., Responsibility

Labor is included to update and configure the licensing and user profile(s) as referenced above.

Installation and configuration shall be coordinated with the customer to minimize downtime and will be performed during normal

## Statement of Work - Heart Technologies, Inc., Responsibility

business hours, M-F 8:00 AM - 4:30 PM (Excluding Holidays).

## Statement of Work - Customer Responsibility

This job will not be taxable. Customer shall provide tax-exempt certificate.

The customer assumes complete responsibility for meeting all network requirements including internet and telephone services. Heart Technologies will provide timely and appropriate information to the responsible parties, but will not perform any configuration updates unless requested to do so in writing. Additional time and materials costs and delays to the project timeline may be incurred where missing, insufficient, or misconfigured network resources are identified.

The customer will identify a single point of contact as the designated authority over the network and network services related to this project. Heart Technologies will provide appropriate and timely information to the manager, but will not perform any network configuration updates without a written request from the authorized contact.

The minimum expectation is that each connection designated as a UC interface will be identified, active, powered (as required), and configured appropriately for optimal utilization within the overarching UC "system" at the time of installation. Note that IP trunking (SIP/VoIP lines) and teleworker services (for users to connect securely via the internet) typically require public IP address(es) and multiple physical network connections.

Provide valid and timely information associated with network and telco services connectivity (IP addresses, domain names, account credentials, DHCP, DNS, VLAN, etc.) as required to support the implementation.

Provide timely approval of and materially contribute towards "as-built" documentation including floorplans, user class of service lists, call flow definitions, and network topology according to the agreed upon project scope and timeline.

## Statement of Work - Material Escalation

Material Escalation Clause: If, during the performance of this contract, the price of materials increases significantly, through no fault of Heart Technologies, the price of quoted material shall be adjusted accordingly. Where the delivery of the quoted material or product is delayed by either manufacture or distribution supplier, through no fault of Heart Technologies, as a result of the shortage or unavailability of specific products or materials , Heart Technologies shall not be liable for any additional costs or damages associated with such delay(s).

ALL MATERIAL PRICING INCLUDED IN THIS PROPOSAL IS ONLY VALID FOR 30 DAYS.

Customer has reviewed and acknowledged statement of work. _____

HEART

## Standard Terms and Conditions

**1.** This proposal is in accordance with our understanding of the requirements of the project and from verbal information which we received from the Customer, or its agent, and if written plans and specifications are furnished by Customer, and HEART Technologies, Inc., (from here on referred to as HEART Technologies, Inc.) interpretation of them. HEART Technologies, Inc. assumes no responsibility as to the accuracy of such plans and specifications. It is further understood and agreed that this proposal and contract does not include any labor or materials not specifically mentioned herein. Any additional work not covered herein shall be billed as time and material.
**2.** Terms and amount of payment shall be those specified herein. If not specified in the proposal, payment shall be 50% down at contract signing, 30% upon receipt of materials, and the remaining 20% due upon completion of this contract where the work is completed within the same month as the billing period. Where work continues beyond a period of 30 days, or is delayed for reasons beyond the control of HEART Technologies, Inc., monthly progress payments shall be paid in an amount equal to the labor and material on a percentage of completion basis of the job covered by this contract. Payment shall be made to HEART Technologies, Inc. by the 10th of the month following the date of any billing. HEART Technologies, Inc. shall not be required to proceed with the installation of the work if the payments applying on same have not been made as specified in the contract. In the event suit is filed by HEART Technologies, Inc. to collect any Moneys due hereunder or to enforce any other provisions of the contract, the Customer agrees to pay all cost, and the attorney's fees incurred. Past Due balances shall be charged finance charges at a rate of 1.5% per month. Customer agrees to pay these charges, if for any reason payments are not received by due date.
**3.** Alterations or additional work ordered by Customer or his agent shall constitute an addition to this proposal, and shall be charged for on a time and material basis in accordance with the current prices shown in a locally recognized trade pricing standard, in effect at time of billing. If any additions to the contract are ordered, the amount to be paid for the same shall be determined by the Customer and HEART Technologies, Inc. at the time that they are ordered, and if they do not agree upon an amount to be paid, then the Customer shall pay a reasonable price therefor. If the change requested by the Customer shall reduce the amount of labor or material, or both, that HEART Technologies, Inc. shall furnish to the project, then the Customer and HEART Technologies, Inc. shall agree at the time that the change is requested on the amount of credit that shall be given by HEART Technologies, Inc. to the Customer, and if they do not agree upon an amount of credit then the reasonable value of the labor and material shall be credited to the Customer. HEART Technologies, Inc. shall receive written orders for all additional work or changes signed by an authorized person before proceeding with such additions or changes. However, if such written orders are not received this shall not affect the right of HEART Technologies, Inc. to receive payment as outlined above for said labor and materials so furnished. Payments for additions or changes shall be made under the same terms and conditions as are embodied in the original proposal and contract.
**4.** All prices quoted herein are firm upon acceptance of this proposal, and are subject to correction prior to acceptance. All written proposals are conditioned upon acceptance within time limit specified on the face of this proposal. Verbal quotations are subject to immediate acceptance and terminate the day they are made.
**5.** It is a condition of this proposal that all materials or devices which are supplied by HEART Technologies, Inc. for installation will be of a type that is approved for the purpose. It is further stipulated that the Customer will assume the same responsibility for any material or equipment not furnished by HEART Technologies, Inc..
**6.** This proposal including any plans, specifications, drawings or engineering data are furnished by HEART Technologies, Inc. to Customer in trust for determining the scope of the work to be performed and shall remain the property of HEART Technologies, Inc.. They shall be immediately returned to HEART Technologies, Inc. in the event it is not awarded the contract to perform such work. If such plans, specifications or other data are used for the purpose of obtaining other bids or in connection with the installation, the Customer shall pay HEART Technologies, Inc. for all expense in preparing such plans or other data on an engineering fee basis.
**7.** Unless otherwise provided herein, the amount of any present or future sales or other tax, Federal, State or City, which we now, or hereafter shall be required to pay, either on our own behalf or on behalf of the Customer, or otherwise, with respect to any labor or material covered by this proposal shall be added to the prices quoted herein and paid by the Customer in the same manner and with the same effect as if originally added hereto.
**8.** If the Customer shall enter into a sale or shall sell all or any part of the premises herein involved, the full amount remaining unpaid on this contract becomes due and payable within 48 hours after date of such sale or agreement of sale at the option of HEART Technologies, Inc.. Title to any of the material sold or installed hereunder by HEART Technologies, Inc. shall remain HEART Technologies, Inc. until all the terms hereof have been complied, with, and in the event such materials are affixed to realty, it is expressly understood and agreed that they shall remain personal property subject to removal by HEART Technologies, Inc. The owner, buyer and Customer hereby waive any and all claims for damage to said realty or buildings caused by the removal of said materials or any part thereof.
**9.** This proposal is contingent upon approval by the authority having jurisdiction. Should additions or modifications be recommended by the authority having jurisdiction, or should the scope of protection change, this proposal will be adjusted accordingly.
**10.** We represent that the products listed within this quotation are free from defects in material or workmanship. Any product or part, thereof, which proves to be defective in workmanship or material during a period equal to manufacturer's warranty but not to exceed twelve (12) months from the date of purchase (unless otherwise stated in the proposal) shall be replaced at no charge during normal working hours.
**11.** Any repairs or modifications of the system as installed by the owner, owner's representative or any third party will void the warranty as stated herein.
**12.** HEART Technologies, Inc. maintains the capability to service your system using our factory-trained technicians from our nearest service facility on a 24-hour emergency basis.
**13.** The price has been determined on the basis of straight time and normal work week. No overtime will be worked unless ordered by Customer or his representative. In the event overtime is worked, the overtime premium rates plus HEART Technologies, Inc. regular mark-up for overhead and profit will be paid as an extra.
**14.** Upon acceptance, it is understood and agreed that this contract cannot be canceled except by mutual consent, and then only after payment to HEART Technologies, Inc. for all labor, material and job costs plus his regular mark-up for overhead and profit.
**15.** This agreement, and any issues arising in connection with it, shall be governed by, and construed in accordance with, the laws of the State of Illinois.
**16.** This agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior proposals and all previous negotiations and agreements, representations and warranties, written or oral.

Authorization to proceed with work or issuance of purchase orders by Customer to HEART Technologies, Inc. accepting any or all parts of this proposal shall be subject to the foregoing conditions.

It is the policy of HEART Technologies, Inc. to provide equal opportunity in employment for all qualified persons and to prohibit discrimination in employment on the basis of race, creed, color, sex, age, national origin, religion, disability or veteran status.